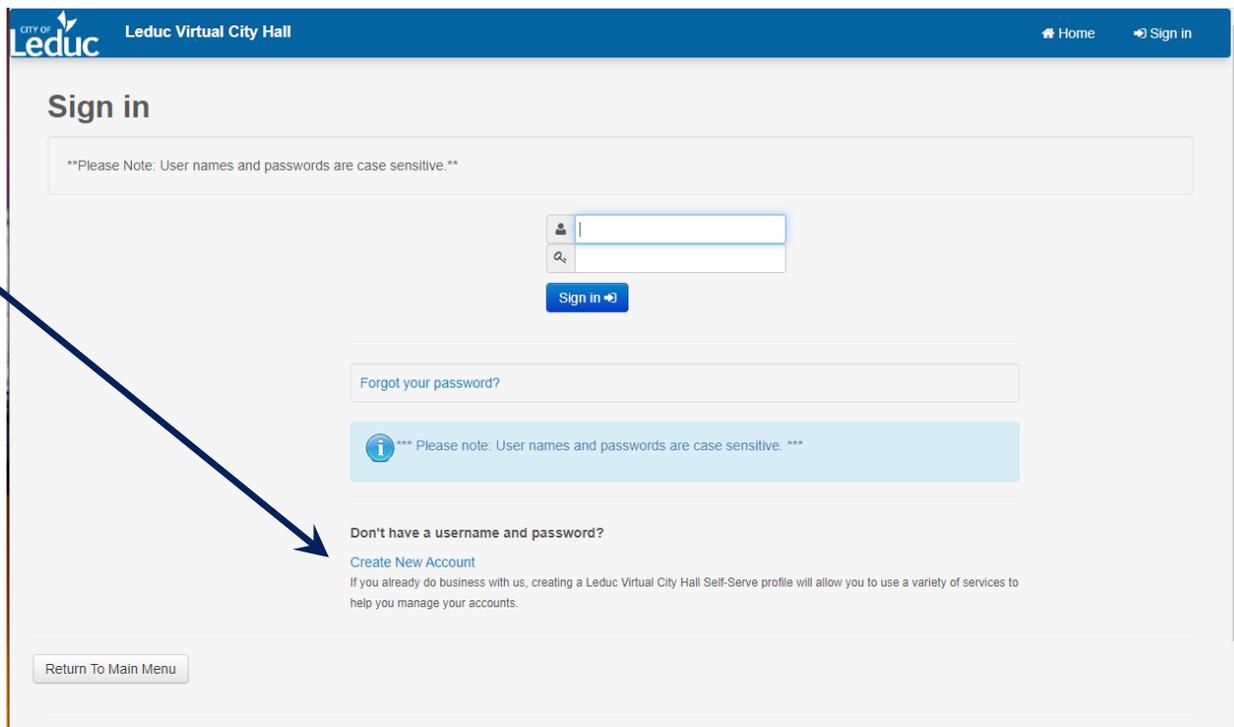


How to Activate your Online City Account

Step One: Click on the blue “Create New Account”.



city of Leduc Leduc Virtual City Hall Home Sign in

Sign in

Please Note: User names and passwords are case sensitive.

Sign in

Forgot your password?

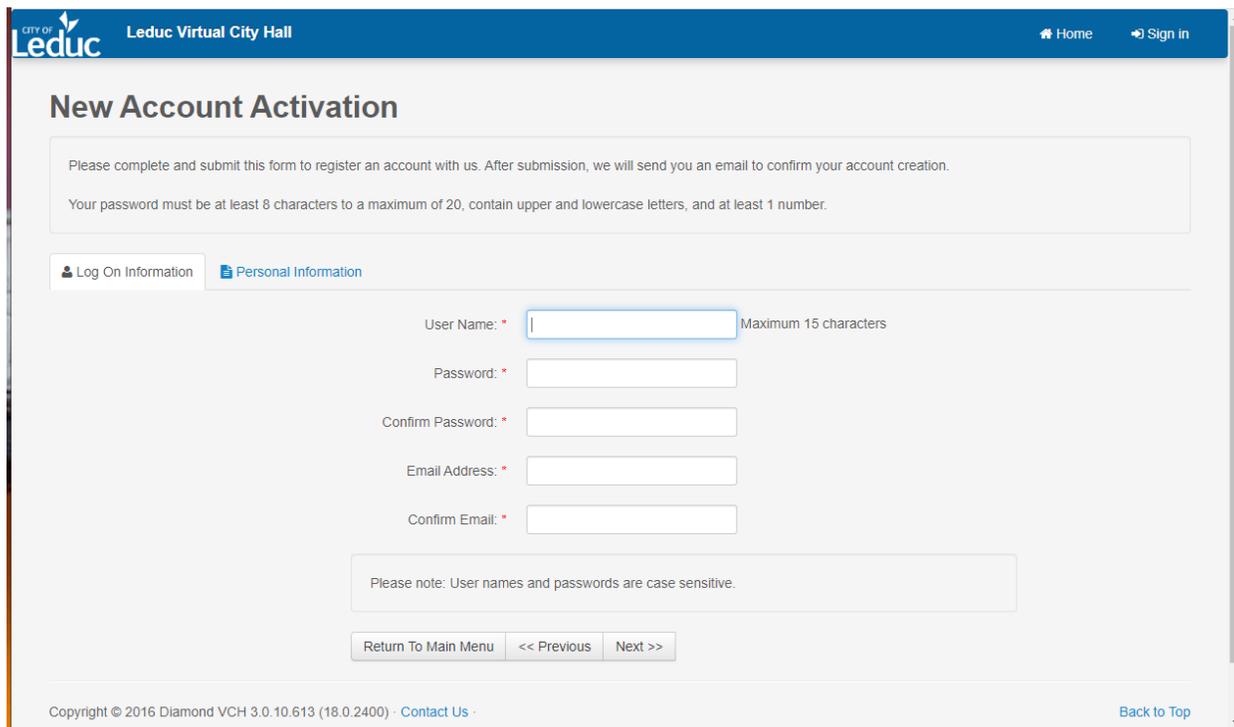
i *** Please note: User names and passwords are case sensitive. ***

Don't have a username and password?
[Create New Account](#)

If you already do business with us, creating a Leduc Virtual City Hall Self-Serve profile will allow you to use a variety of services to help you manage your accounts.

Return To Main Menu

Step Two: Create your own User Name (up to 15 characters long). Enter a password. Passwords must be at least 8 characters to a maximum of 20, contain upper and lowercase letters, and at least 1 number. Confirm the password by typing it again. Enter the email address you want information to be emailed to. Confirm email by typing it again. Once information is entered, click on “Next”.



city of Leduc Leduc Virtual City Hall Home Sign in

New Account Activation

Please complete and submit this form to register an account with us. After submission, we will send you an email to confirm your account creation.

Your password must be at least 8 characters to a maximum of 20, contain upper and lowercase letters, and at least 1 number.

Log On Information Personal Information

User Name: * Maximum 15 characters

Password: *

Confirm Password: *

Email Address: *

Confirm Email: *

Please note: User names and passwords are case sensitive.

Return To Main Menu << Previous Next >>

Copyright © 2016 Diamond VCH 3.0.10.613 (18.0.2400) - Contact Us - Back to Top

Step Three: To choose the city account type, click on the drop down arrow on the right of the Registration Account Type box and select the Tax Account, Utility Account or Receivables Account you have with the City of Leduc and want to register with.

If you chose **Tax Account** enter the Roll No. in the account number box as the number appears on your city tax bill (must be 6 digits for example 012345).

If you chose **Utility Account** enter the account number in the account number box as the number appears on your city utility bill (must be 8 digits including any zeroes **& decimal**, for example 001234.00)

If you chose **Receivables Account** enter the account number as it appears on your general receivables bill (must be 5 digits, for example 07447).

Enter your name exactly as it appears on your bill. For most residents, it will be your last name, then first name, then middle name/initial in ALL CAPS with no punctuation.

New Account Activation

Please complete and submit this form to register an account with us. After submission, we will send you an email to confirm your account creation.

Your password must be at least 8 characters to a maximum of 20, contain upper and lowercase letters, and at least 1 number.

[Log On Information](#) [Personal Information](#)

Registration Account Type:

Roll Number: Leading and Trailing zeros must be included

NAME EXACTLY AS IT APPEARS ON BILL: Example: SMITH JOHN A

Find the information requested and key it in above. If you don't have a copy of your tax notice, email propertytaxes@leduc.ca.
If you don't have a copy of your utility bill, email utilities@leduc.ca.
If you don't have a copy of a recent invoice (i.e. Ambulance), email receivables@leduc.ca.

[Return To Main Menu](#) [<< Previous](#) [Next >>](#)

Copyright © 2016 Diamond VCH 3.0.10.613 (18.0.2400) · [Contact Us](#) · [Back to Top](#)

Step Four: Click on “Next” to submit your information for online access. You will receive an email that your account registration was successful.

Leduc Virtual City Hall [Home](#) [Licensing](#) [Sign in](#)

New Account Activation

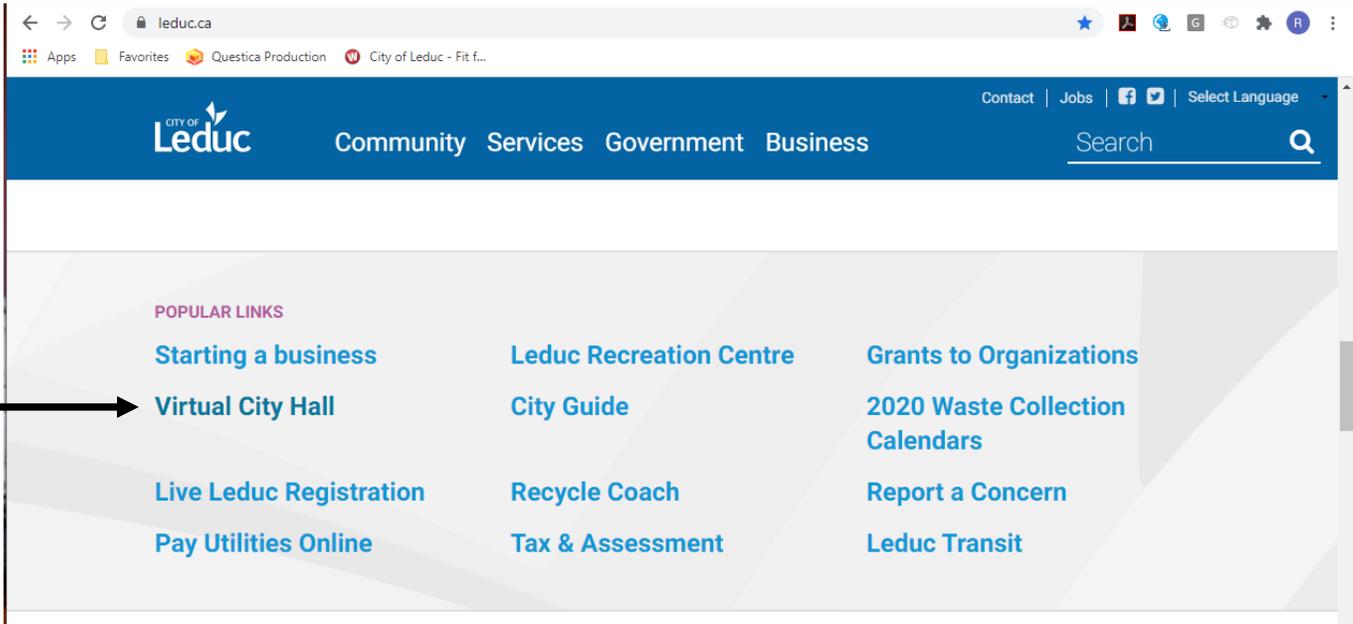
Success.
Please use the link provided in your email to complete your registration.

You may now return to the [Login](#) page to access Virtual City Hall.

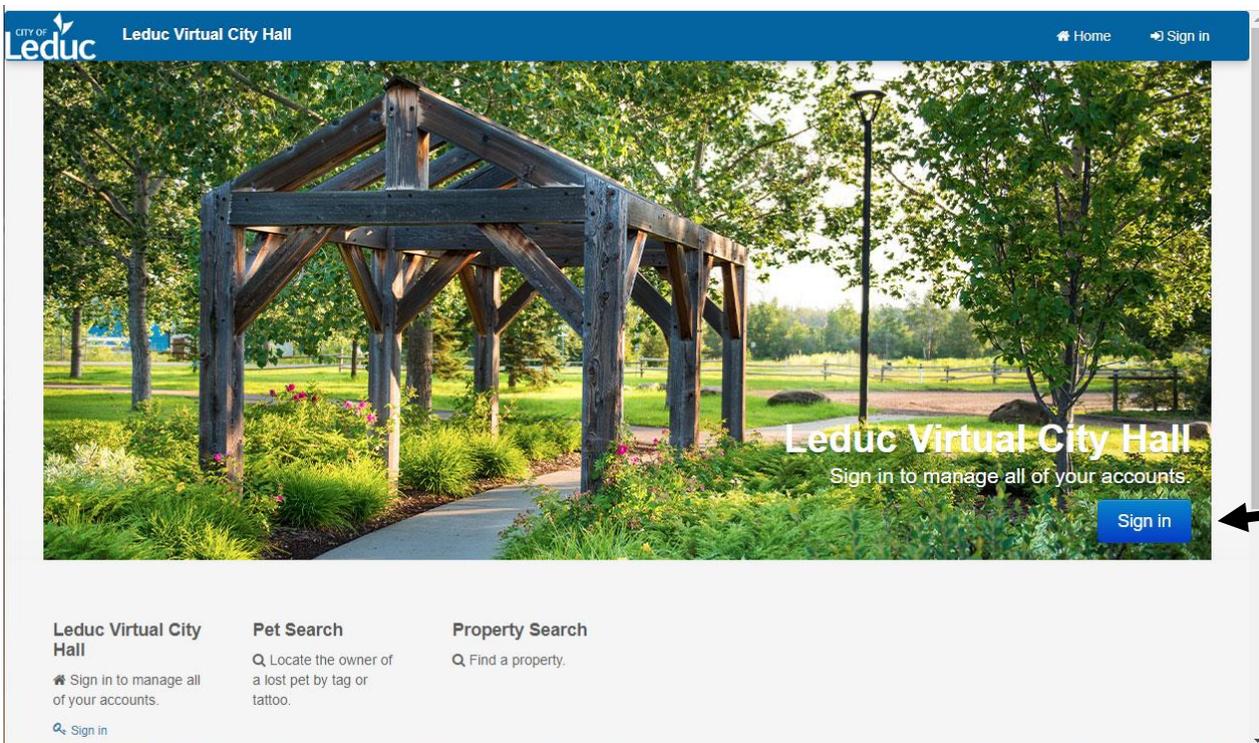
[Return To Main Menu](#)

Copyright © 2016 Diamond VCH 3.0.10.613 (18.0.2400) · [Contact Us](#) · [Feedback](#) · [Back to Top](#)

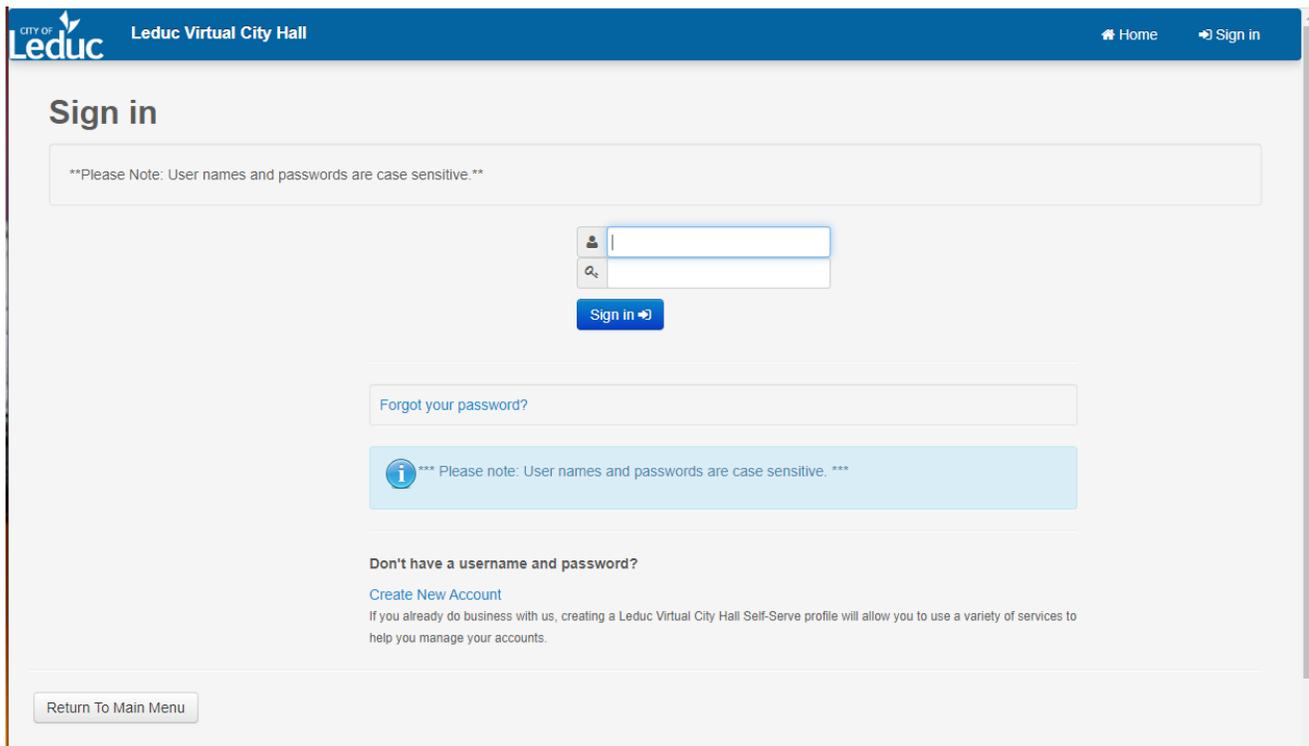
Step Five: When you receive the successful account registration you will also receive an email to the email address you provided. To activate your account click on the website address provided in the email. The website address in the email will become inactive after an hour. If this time has passed you can still activate your account by going to www.leduc.ca and search Virtual City Hall. Click on the link to go to the Sign In page.



Step Six: Click on Sign in



Step Seven: Sign in using your newly created username and password. You should now have access to all accounts you have with the City of Leduc. If you receive an error message when you try to login in or an unsuccessful registration message, please try again. If you continue to encounter errors, please contact the City at utilities@leduc.ca or call 780-980-7106.



The screenshot shows the 'Sign in' page of the Leduc Virtual City Hall website. The page has a blue header with the 'City of Leduc' logo and 'Leduc Virtual City Hall' text. Navigation links for 'Home' and 'Sign in' are in the top right. The main content area is titled 'Sign in' and contains a note: '**Please Note: User names and passwords are case sensitive.**'. Below this is a form with two input fields: one for a username (with a person icon) and one for a password (with a key icon). A blue 'Sign in' button is positioned below the password field. A link for 'Forgot your password?' is located below the sign-in button. A light blue information box contains the note: '*** Please note: User names and passwords are case sensitive. ***'. Below this, there is a section for users who don't have an account, with a link to 'Create New Account' and a brief description of the self-serve profile. At the bottom left, there is a 'Return To Main Menu' button.

FAQ:

Q. What if I don't have an account with the City and want to set up an account for Tax Certificates?

A. To set up an account for Tax Certificates, please contact 780-980-7106 or email propertytaxes@leduc.ca.

Q. What if I don't want to set up an account to pay my bills?

A. There are other options you may use to pay your bills. You can pay in person at City Hall, at your bank, through your online banking, or mail a cheque to the City.